



2020

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► COVID-19 UPDATE

The continued spread of Coronavirus (COVID-19) has understandably raised concerns for you, your families and businesses. The well-being of you, our members and staff is of the greatest concern to us. Your safety will continue to remain the top of mind and if you need us, we are here. Should you be impacted by COVID-19 and are in need of assistance or have any questions, please feel free to reach out to us by telephone **876-936-3800** or sending an email to info@cwjcu.com.

We have been continuously monitoring the situation and have put measures in place to adhere to the Ministry of Health guidelines to ensure that everyone remains safe – we have been consistent with the regular cleaning of our branches and sanitizing of all surfaces.

It is important that we provide you with service in a safe environment and we remind you that you can manage your money and conduct banking transactions every day at any time:

1. You can utilise our Mobile App which is available on the Apple Play or Google Play Store. With our Internet Banking you can:

- Transfer funds between your accounts and to other

financial institutions

- Pay your Utility and other bills
- View your account balances and transaction history

2. Utilize your Debit Card/Mastercard at any Multilink ATM. We ask that you take the necessary precautions and be vigilant when using your debit card.



▼ COPING DURING COVID-19

The COVID-19 pandemic has shifted the world in ways many of us would have not thought possible and may be stressful. Coping with stress in a healthy way can be beneficial for you and the people you care about, but it is important to know the stress signs. Stress during this pandemic can sometimes cause the following:

- Fear and Anxiety. Some of us may worry about our health and that of our loved ones, our financial situation whether from job loss or other means of support that we may rely on
- Feeling lonely or isolated. Not being able to visit with friends and family regularly or other social activities because of social distancing protocols or being forced into extended

quarantine due to the virus.

- Difficulty sleeping or concentrating. Working from home while children are also doing online school can lead to major multi-tasking and over demand on our faculties and ability to focus.

- Our eating and sleeping habits may change. Stress may cause loss of appetite or alternatively over-eating or even insomnia

We encourage you to eat healthy, exercise and where necessary get assistance to take care of your mental health and to find ways to cope with the new challenges that have arisen. Some of our members and staff shared how they are coping during the pandemic.



Monique McKenzie, Customer Service Representative/Teller at the Negril Branch shared about how she has been coping during the pandemic.

"I am currently pregnant so in a sense I am considered as high risk so I am a little anxious about the risk of catching the virus in my condition. But I try my best to remain positive, follow the instructions of my doctors and I pray, a lot."



Javed Simpson, Customer Service Representative/Teller at the Head Office Branch said he makes sure that he sanitizes his hands regularly and always wears a mask in public. He further states that he stays tuned in to the news as it is important to be informed and to know what is currently happening around us.

When asked "What have you done or been doing to manage the stress if any?", Javed shared that "for me personally, there isn't any stress. I am aware that others have not been taking it so well and this can lead to stress; this is why it is important to keep communication flowing with people and maintain a positive outlook.

I have learnt to adopt to changes as change is something a lot of people do not take well. However, this pandemic has taught us all to adopt to change; whether it be working from home, being laid off or being confined to an isolated area. I have been working from home and it is terrific! I feel more secure in terms of not being out so often in public and still being able to serve our members in the usual efficient and effective way".



Michele Townsend a member of the Head Office branch since 1990 shares that she is currently working from home, which she doesn't mind and that she is mentally and physically okay. To manage stress, she said, "I try to exercise every day, set my working hours and I limit contact with many persons as I am asthmatic so it is stressful for me.

I have taken the opportunity to register for online courses and I am experimenting in the kitchen more.

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